



Bringing it all together

# BT Freestyle 350

## User Guide



# Welcome...

to your BT Freestyle 350  
Digital Cordless Telephone

Digital Clarity

BT

- Directory lets you store up to 100 names and numbers for easy dialling.
- The BT button provides quick access to a range of useful services, including SMS text messages, Calls list and BT services such as Helpdesk and Directory Enquiries.
- Send and receive SMS text messages.
- Caller Display lets you see who's calling and your phone stores details of the last 30 callers in a Calls list. Caller Display requires subscription.
- Answering machine can be operated from the base, at a handset or by remote access from another phone.
- Expandable system. You can have up to 5 GAP compatible handsets registered to your BT Freestyle 350 base. Make internal calls between two handsets while a third is on an external call.
- Change the wallpaper and colour of the screen on each handset.
- Digital call clarity with up to 300m range outdoors and up to 50m indoors (in ideal conditions).

This User Guide provides you with all the information you need to get the most from your phone.

Before you make your first call you will need to set up your phone. Follow the simple instructions in ‘Getting Started’, on the next few pages.

#### **Need help?**

If you have any problems setting up or using your BT Freestyle 350 please contact the Helpdesk on 0870 240 3962 or email [bt.helpdesk@vteurope.com](mailto:bt.helpdesk@vteurope.com).

Alternatively, you may find the answer in the ‘Help’ section at the back of this guide.

#### **Got everything?**

- BT Freestyle 350 handset
- BT Freestyle 350 base
- 2 x AAA NiMH rechargeable batteries (already fitted)
- Mains power adaptor (item code 030649)
- Telephone line cord

**If you have purchased a BT Freestyle 350 multiple pack you will also have the following items for each handset:**

- BT Freestyle 350 additional handset
- BT Freestyle 350 charger
- 2 x AAA NiMH rechargeable batteries (already fitted)
- Mains power adaptor for charger (item code 030648)

# In this guide

## Getting started

Location .....	7
Setting up .....	7
Setting up for multiple packs .....	9

## Getting to know your phone

Handset buttons .....	10
Base .....	11
Handset display icons .....	12
Navigating the menus .....	13
Handset menus .....	14

## Using the phone

Switch the handset power on/off .....	15
Make an external call .....	15
Preparatory dialling .....	15
End a call .....	15
Receive a call .....	15
Earpiece volume .....	16
Secrecy .....	16
Make a call handsfree .....	16
Answer a call handsfree .....	17
Switch to handsfree during a call .....	17
Redial a number from the redial list .....	17
Copy a number from the redial list to the directory .....	18
Delete a redial number .....	18

Delete all redial numbers .....	18
To lock/unlock the keypad .....	18
Find handset .....	19
Ringer on/off .....	19
Using the directory .....	20
Store an entry .....	20
Dial an entry .....	20
Edit an entry .....	21
Delete an entry .....	21
Delete all entries .....	21

## Calls list

View new calls list entries .....	22
Dial from the calls list .....	22
View further call details .....	23
Save entry to the directory .....	23
Delete a calls list entry .....	23
Delete entire calls list .....	24

## Info services

Open SMS menu .....	25
Open calls list menu .....	25
Replace pre-stored numbers in the	
BT Services menu .....	26
Add additional entries .....	26
BT 118 500 Directory/Helpdesk .....	27
Call Divert on/off/check status .....	28

---

Call Waiting on/off/check status.....	28	Out of range warning.....	40
Answer a call waiting call.....	28	Set CallMe.....	40
<b>SMS text messages</b>		Switch CallMe off.....	41
Subscribe to the SMS service .....	29	Auto answer.....	41
Send/save text messages.....	30	Reset settings.....	42
Receiving and reading text messages.....	30	<b>Base settings</b>	
Reply to a text message.....	31	Ringer volume .....	43
Delete a text message .....	31	Ringer melody .....	43
Call the sender's phone number .....	32	Dial mode .....	44
Save the sender's number in the directory..	32	Recall mode .....	44
Send/edit/delete text messages in the outbox .....	32	PBX access .....	45
Message alert beep on/off .....	33	Change PIN.....	45
Add or change SMS Service Centre numbers ..	34	Reset settings.....	46
Select a Send Service Centre number.....	35	Set date and time.....	47
<b>Handset settings</b>		<b>Answering machine</b>	
Set wallpaper .....	36	Date and time.....	48
Handset name .....	36	Operating from the base .....	49
Display contrast .....	37	Switch on/off .....	49
Menu colour.....	37	Playing messages .....	49
Backlight.....	37	Adjust volume .....	49
Ringer melody .....	38	Operating from the handset .....	50
Ringer volume .....	38	Switch on/off .....	50
Key beeps.....	39	Outgoing messages .....	50
Battery low .....	39	Record your own outgoing message .....	51
		Play outgoing message .....	52

---

Reinstate pre-recorded outgoing message	52	<b>General information</b>
Set answer mode	53	Replacing the handset batteries
Set answer delay	54	Connecting to a switchboard
Set and check answer delay	54	Safety
Recording time	55	Product disposal instructions
Playing messages	55	Technical information
Delete all old messages	56	Guarantee
Record a memo	57	
Call screening	57	
Memory full	58	
Remote access	58	
Security PIN	58	
Set/change security PIN	58	
Operating your answering machine from another phone	59	
Switch answering machine on remotely	60	
<b>Additional handset and bases</b>		
Registering additional handset	61	
Select a base	62	
Deregister handset	62	
Call another handset	63	
Transfer a call to another handset	63	
Conference call	63	
<b>Help</b>	<b>65</b>	

# Getting started

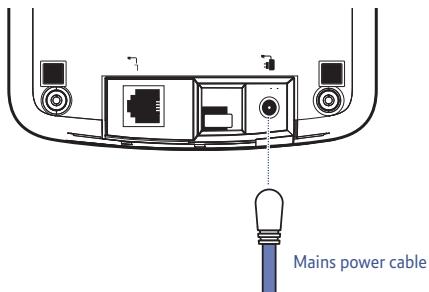
## Location

You need to place your BT Freestyle 350 within 2 metres of the mains power socket and telephone socket so that the cables will reach. Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Freestyle 350 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

## Setting up

1. Push the mains power cable into the socket on the underside of the base and plug the other end of the adaptor into the mains power wall socket and switch the power on.



## WARNING

Do not place your BT Freestyle 350 in the bathroom or other humid areas.

## Handset range

The BT Freestyle 350 has a range of up to 300 metres outdoors when there is a clear line of sight between the base and handset.

Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

## Signal strength

The  icon on your handset indicates when you are in range of the base. If you begin to move out of range, the  icon will flash and the handset will beep.

## IMPORTANT

Do not connect the telephone line until the handset is fully charged.

Only use the power and telephone cables supplied with the product. The base station must be plugged into the mains power socket at all times.

**Battery low warning**

If the  symbol flashes in the display and you hear a warning beep every few seconds, you will need to recharge the handset before you can use it again.

During charging, the icon  will scroll in the display.

**Talk/Standy time**

In ideal conditions, fully charged handset batteries should give up to 10 hours talk time or up to 100 hours standby time on a single charge. The base must remain plugged in to the mains and switched on at all times.

Note that new batteries do not reach full capacity until they have been in normal use for several days.

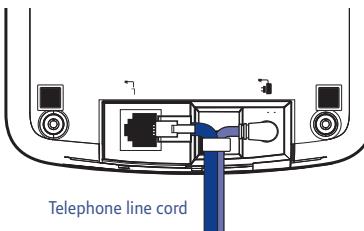
**Battery performance**

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time. Running the batteries right down at least once a week will help them last as long as possible.

After charging your handset for the first time, subsequent charging time is about 6–8 hours a day.

Batteries and handset may become warm during charging. This is normal.

2. Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries.
3. Place the handset on the base to charge for at least 16 hours. When the handset is fully charged, the battery icon on the display shows .
4. After 16 hours charging, plug one end of the telephone line cord into the socket on the underside of the base and the other end into the telephone wall socket.

**IMPORTANT**

When you connect to the telephone line, please note that your BT Freestyle 350 answering machine will be set to On.

To set the date and time, please see page 47.

**Your BT Freestyle 350 is ready to use.**

## Setting up for multiple packs

If you have purchased a BT Freestyle 350 multiple pack, you will also need to follow the instructions shown below to prepare any additional handsets and chargers for use.

For each additional handset and charger:

1. Connect the power adaptor to the charger and switch on at the mains socket.
2. Batteries will come inserted in the battery compartment. Pull the plastic tag as instructed to activate the batteries and charge for at least 16 hours.

Your BT Freestyle 350 additional handset comes pre-registered to the base. The handset number will be shown on the display.

## Battery performance (continued)

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. New batteries are available from the BT Freestyle 350 Helpdesk on 0870 240 3962. For instructions on how to install new batteries, see page 70.

## Further help

If you experience any problems, please call the Helpdesk on 0870 240 3962 or email [bt.helpdesk@vteurope.com](mailto:bt.helpdesk@vteurope.com)

# Getting to know your phone

## Handset buttons

### Calls/Scroll up

In standby mode, press to open and scroll through the Calls list, page 22.

In talk mode, press to increase the earpiece or speaker volume, page 16.

In menu mode, press to scroll through the menu options

### Clr/Scroll left

During a call, press to switch secrecy on/off, page 16.

### Handsfree

Press to switch calls to the loudspeaker, page 16.

### Redial/Scroll down

In standby mode, press to open and scroll through the redial list, page 17.

In talk mode, press to decrease the earpiece or speaker volume, page 16.

In menu mode, press to scroll through the menu options.

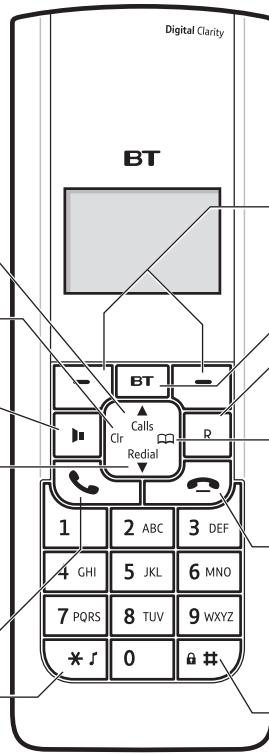
### Talk

Press to make or receive calls, page 15.

### \*/#

Press and hold to switch the handset ringer on and off, page 19.

When entering text, switches between upper and lower case letters.



### Option buttons

Press to select the options shown on the display above each button.

### BT Services

Press to access SMS texts, Calls lists, and BT services, page 25.

### Recall

For use with switchboards, page 44.

### Directory/Scroll right

In standby mode, press to access the directory, page 20.

In menu mode, press to scroll through the menu options

### End call/Handset off

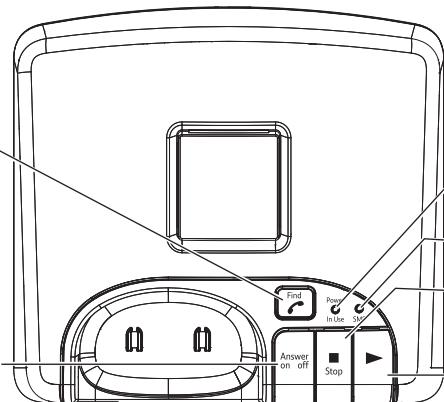
Press to end a call, page 15.

Press and hold to switch handset off, page 15.

Press to return to standby from a menu.

### \*/#

Press and hold to lock/unlock the keypad, page 19.

**Base**

**Find**  
Press to ring the handset(s), to help you find it if it is missing, page 19.

**Answer on/off**  
Press to switch answering machine on or off, page 49.

**Power LED**  
On = power on  
Flashing = line in use.

**SMS LED**  
Indicates you have new SMS messages.

**Stop**  
Press to stop message playback, page 49.

**Play**  
Press to play messages, page 49.

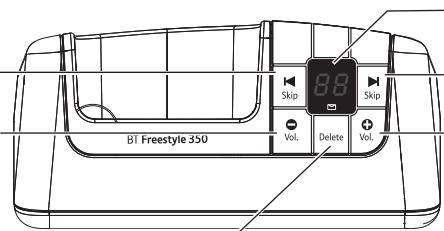
**<SKIP**  
Press once to repeat current message, twice to play previous message, page 49.

**Volume -**  
Press to decrease playback volume, page 49.

**Delete**  
Delete messages, page 49.

**Message Counter**  
**SKIP>**  
Press to play next message, page 49.

**Volume +**  
Press to increase playback volume, page 49.



## Handset display icons



**Range**  
**Steady** Indicates good connection

**Flashing** Connection to the base is poor or lost



**Handsfree**  
 The loudspeaker is switched on



**In use**  
**Steady** A call is in progress  
**Flashing** Incoming call



**Handset ringer off**



**Secrecy**  
 Secrecy switched on. Your caller cannot hear you.



**Keypad lock on**



**Battery level**  
**Steady** Shows current battery charge level  
**Scrolling** Handset battery is charging  
**Flashing** Battery charge is very low



**Answer machine on**

## Navigating the menus

Your BT Freestyle 350 has an easy to use menu system. Each menu leads to a list of options.

1. From the standby screen, press the **Menu** option button to open the main menu screen (shown opposite), then use the navigation buttons to highlight the menu option you want. The currently selected menu is shown at the top of the screen, for example **Info services**.
2. Press the **OK** option button to open the highlighted menu or **Back** to return to the previous screen.

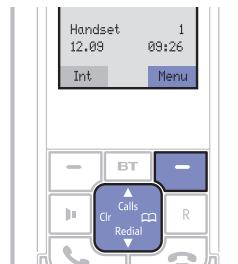
Once you have opened a menu, press the  and  buttons to scroll through the options displayed.

Use the  and  buttons to select the options displayed on the screen.

To exit or go back to the previous screen, press , or press the **Back** option (if available).

Press  to return to standby.

If no buttons are pressed for 30 seconds, the display will automatically revert to standby.



Press the **Menu** option button, then use the navigation buttons.

## Handset menus

### SMS messages

- Write message
- Inbox
- Outbox
- SMS settings

### Info services (currently selected)

- SMS messages
- Calls list
- BT Services

### Handset display

- Wallpaper
- Handset name
- Contrast
- Colour options
- Backlight

### Handset tones

- Ringer
- Warning tones



### Answer Machine

- Play messages
- Delete all old messages
- Answer on/off
- Answer settings
- Records memo

### Settings

- Setup handset
- Setup base
- Date/Time
- Register handset
- Deregister handset

# Using the phone

## Switch the handset power on/off

1. Press and hold  then press **Yes** to confirm.
2. To switch handset back on, press and hold  then press **No** to switch back on.

## Make an external call

1. Press . The  icon is displayed. Dial the telephone number.

## Preparatory dialling

1. Enter the number first. If you make a mistake, press **Del** to delete the last digit. Press  to dial.

## End a call

1. Press  or place the handset back on the base/charger.

## Receive a call

When you receive a call, the phone rings and the  icon flashes in the display. If you have subscribed to your network's Caller Display service, the caller's details will be displayed. See page 22 for more information.

1. If your handset is on the base, pick it up to answer the call. Or, if your handset is off the base, press .

### Call timer

Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call.

### Auto answer

If auto answer set to ON you can just pick the handset up off the base to answer a call. If auto answer is set to OFF, you will need to press . Auto answer ON is the default setting.

## 16 Using the phone

### Earpiece volume

During a call, you can adjust the volume of the earpiece.

1. Press  or  to increase or decrease the volume.  
The display shows the volume level.

### Secrecy

During a call, you can switch off the microphone so you can talk to someone nearby without your caller hearing.

1. During a call, press . The  icon is displayed.  
Your caller cannot hear you.
2. Press  again to resume your call.

### Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.

### Make a call handsfree

1. Enter the number then press . The  icon is displayed and you can hear your call being dialled over the loudspeaker.
2. Press  to end the call.

During a handsfree call, press  or  to change the volume.

### Answer a call handsfree

1. When the phone rings, press  to answer your call and put your caller on the loudspeaker.

### Switch to handsfree during a call

1. Press  to toggle between the loudspeaker and the earpiece.
2. Press  to end the call.

## Redial

The last 20 telephone numbers called are saved to a redial list. You can then select any of the numbers to redial, delete or copy to the phonebook.

### Redial a number from the redial list

1. Press . The last number called is displayed.
2. Scroll  or  through the redial list to the number you want to redial.
3. Press  to dial.

If the number is stored in the directory and a name/number match is found, the name will be displayed instead.

## 18 Using the phone

---

If the directory is already full, the display will show **Directory full**. You will need to delete a number in the phonebook first, see page 21.

### Copy a number from the redial list to the directory

1. Press **Redial**. Scroll **Calls** or **Redial** through the redial list to the number you want to copy.
2. Press **Opt** and scroll **Redial** to **Save to dir.** Press **OK**.
3. Enter the name then press **Save**.
4. Press **End** to return to standby.

### Delete a redial number

1. Press **Redial**. Scroll **Calls** or **Redial** through the redial list to the number you want to delete.
2. Press **Opt**. **Delete entry** is highlighted.
3. Press **OK** then **Yes** to confirm.
4. Press **End** to return to standby.

### Delete all redial numbers

1. Press **Redial**.
2. Press **Opt** and scroll **Redial** to **Delete list**.
3. Press **OK** then **Yes** to confirm.
4. Press **End** to return to standby.

## Keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying it around.

### To lock the keypad

1. Press and hold . The display shows Keypad locked.

The  icon will be displayed while the keypad lock is ON.

### To unlock the keypad

1. Press and hold  again. The display will return to standby.

## Find handset

You can locate a missing handset by making it ring.

1. Press  on the base. All handsets registered to the base will ring.
2. Press  again to stop the ringing. Or, press any button on the handset.

## Ringer on/off

1. To turn the handset ringer off, press and hold . The  icon will be displayed.
2. Press and hold  to turn the ringer on again.

### Entering names

When entering a name, the characters available for each key are displayed when the relevant button is pressed.

Use the keypad letters to enter names, e.g. to store TOM:

Press **8 TUV** once to enter T.

Press **6 MNO** three times to enter O.

Press **6 MNO** once to enter M.

### Writing tips

Press Del to delete the last digit.

Press **1** to enter a space.

Press **\* #** to switch between upper and lower case letters and numbers.

Use **0**, **1** and **#** to enter other punctuation characters.

### Entering numbers

Make sure you enter the full telephone number including the dialling code if you subscribe to a Caller Display service and want the name of your caller displayed instead of the number.

To enter a pause within a telephone number when storing a directory entry, press and hold **0** and a P will be displayed.

## Using the directory

You can store up to 100 entries in the directory. Each entry contains a name and number. Names can be up to 15 characters long and numbers up to 24 digits.

### Store an entry

1. Press **book** to open the directory.
2. When storing the first entry:  
The display shows **Empty**. Press **Opt**. **New entry** is displayed. Press **OK**.
- When storing further entries:  
The first entry is displayed. Press **Opt**. **New entry** is displayed. Press **OK**.
3. Enter the phone number and press **OK**.
4. Enter the name and press **Save**.

### Dial an entry

1. Press **book** and scroll **▲ Calls** or **▼ Redial** to the entry you want to dial.  
Or to search alphabetically, press the relevant keypad button, e.g. for 'Tom', press **8 TUV** then scroll through the entries under T.
2. Press **phone**. The number is displayed and dialled.

### Edit an entry

1. Press  and scroll  Calls or  Redial to the entry you want to edit.
2. Press **Opt**, scroll  Redial to **Edit entry** and press **OK**.
3. Change the number, then press **OK**.
4. Change the name, then press **Save**.
5. Press  to return to standby.

### Delete an entry

1. Press  and scroll  Calls or  Redial to the entry you want to delete.
2. Press **Opt**, scroll  Redial to **Delete entry** and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

### Delete all entries

1. Press .
2. Press **Opt**, scroll  Redial to **Delete all** and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

# Calls list

## IMPORTANT

To use Caller Display and make the most of the calls list feature you must first subscribe to your network provider's Caller Display service. A quarterly fee may be payable.

For more details on BT's Calling Features, including BT Caller Display, call BT free on 0800 800 150.

For some incoming calls the caller information may not be available and cannot therefore be displayed. In this case your BT Freestyle provides you with some explanatory information.

To ensure that the caller's name is displayed, make sure you have stored the full number, including the dialling code in the phonebook.

The calls list contains the details of your last 30 missed, or unanswered calls. You can then see the time and date of the call, dial numbers from the list, or copy them to the phonebook. If a call is received when the calls list is full, then the oldest entry will be deleted automatically.

The calls list uses Caller Display information. If you have subscribed to a Caller Display service, you will be able to see your caller's details on your handset display (provided it is not withheld) prior to answering the call.

If your caller's name and number are stored in the phonebook and a name/number match is found, you will see the caller's name on the display instead.

## View new calls list entries

When you have new, unanswered calls in the calls list the display will show **New calls** and the calls icon will appear above the **BT** button.

Press **BT** or **▲ Calls** to open the calls list and view the new entries.

## Dial from the calls list

1. From standby, press **▲ Calls** to open the calls list. Use the **▲ Calls** and **Redial ▼** buttons to scroll through the entries.
2. Press **📞**. The number is displayed and dialled.

### View further call details

1. Press , scroll  and  to the entry you want to view and press **Opt**.
2. Scroll  to **Details** and press **OK**. The date and time of the call and the caller's number are displayed. Press **Back** to return to the previous menu level.
3. Press  to return to standby.

### Save entry to the directory

1. Press , scroll  and  to the entry you want to save and press **Opt**.
2. Scroll  to **Save to dir.** and press **OK**.
3. Enter a name and press **Save**. The entry is saved.
4. Press  to return to standby.

If a caller has withheld their number, **WITHHELD** will be displayed.

See page 20 for more information on entering names.

### Delete a calls list entry

1. Press , scroll  and  to the entry you want to delete and press **Opt**.
2. **Delete entry** is highlighted. Press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

### Delete entire calls list

1. Press  to open the calls list.
2. Scroll  to **Delete list** and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

# Info services

You can use the **Info services**  menu or the **BT** button to provide quick access to a range of pre-stored BT Calling Features and also as an alternative way to access the SMS and Calls list menus.

## Open SMS menu

Press **BT** then press **OK**. For full details on sending and receiving SMS text messages, see page 29.

## Open calls list menu

Press **BT**, scroll  to **Calls list** and press **OK**. For full details on using the calls list see page 22.

## BT Services

- BT Freestyle Helpdesk
- BT Directory Enquiries
- Call Divert On
- Call Divert Off
- Check Divert
- Call Waiting On
- Call Waiting Off
- Check Call Waiting

### IMPORTANT

If you are not connected to the BT network, some of these services may not be available. Please contact your network provider.

For further information, see the BT Calling Features User Guide supplied when you subscribe to the services of your choice.

If you prefer, you can delete the pre-stored entries and replace them with your own numbers. See page 20.

New stored numbers can also be added to the end of the list.

### Replace pre-stored numbers in the BT Services menu

1. Press **BT** (or press **Menu** then **OK**).
2. Scroll  to **BT services** and press **OK**.
3. Scroll  and  to the entry you want to replace and press **Opt**.
4. Display highlights **Edit entry**. Press **OK**.
5. Press **Del** to delete the number and use the keypad to enter the new number. Press **OK**.
6. Press **Del** to delete the name and use the keypad to enter the new name. Press **Save**.

### Add additional entries

There are two empty entries in the BT Services list that can be allocated additional names and numbers.

1. Press **BT** (or press **Menu** then **OK**).
2. Scroll  to **BT services** and press **Opt**.
3. **Edit entry** is highlighted, press **OK**.
4. Use the keypad to enter a number and press **OK**.
5. Use the keypad to enter a name and press **Save**.
6. Press .

## BT 118 500 Directory Enquiries/Helpdesk

1. Press **BT** (or press **Menu** then **OK**).
2. Scroll **Redial**  to **BT services** and press **OK**.
3. **Dir enquiries** is highlighted. Press  to dial BT directory enquiries or scroll **Redial**  to **Helpdesk** and press  to dial the BT Freestyle helpdesk.

## Call Divert

Call Divert lets you divert incoming calls to another number where you can be reached. You can set a number and switch the service on or off.

Call Diversion services may allow other divert options. Check with your network provider for details.

### Call Divert on/off/check status

1. Press **BT** (or press **Menu** then **OK**).
2. Scroll **Redial**  to **BT services** and press **OK**.
3. Scroll **Calls**  and **Redial**  to **Divert on**, **Divert off** or **Check divert** and press **OK**.
4. Press  to dial the pre-stored code and listen to the announcement.

Providing you have a Caller Display service, the screen will show the caller's details.

## Call Waiting

Call Waiting lets you know if another person is trying to contact you while you are on a call. If a second caller rings you will hear a beep in the handset.

### Call Waiting on/off/check status

1. Press **BT** (or press **Menu** then **OK**).
2. Scroll **Redial** to **BT services** and press **OK**.
3. Scroll **Redial** and **Calls** to **Call wait on**, **Call wait off** or **Check call wait** and press **OK**.
4. Press **Call** to dial the pre-stored code and listen to the announcement.

### Answer a call waiting call

During a call, you hear the call waiting signal, press **R**. Your first caller is put on hold and you are connected to your second caller.

1. Press **R** to toggle between the two callers.
2. Press **Call** to hang up the current call.

# SMS text messages

Welcome to the BT SMS Service on your BT Freestyle 350. The service is provided by BT.

Your BT Freestyle 350 can send and receive SMS messages from participating mobile networks and compatible landline telephones in the UK.

The fixed line SMS service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at: [www.bt.com/terms/tor.htm](http://www.bt.com/terms/tor.htm)

## Subscribe to the SMS service

When you send your first SMS text message from your BT Freestyle 350 you will automatically be registered for the service.

On receipt of your first SMS through the service, the system will send you a welcome SMS message back.

You may also register by sending the word 'Register' to 00000 upon which you will receive a confirmation message.

## Cost of the fixed line service

There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website ([www.bt.com](http://www.bt.com)) to find out how much it costs to send a SMS text message (prices depend upon your current call package).

SMS stands for Short Messaging Service

### IMPORTANT

You must subscribe to your Network Provider's Caller Display service so that you can use SMS text messaging. A quarterly fee may be payable, please contact your network provider for more details.

When you are using SMS text messaging you must not withhold your telephone number or the service will not allow you to connect.

You may also send messages to landline phones that are NOT SMS compatible. Messages to non-compatible lines will be connected to voice text and delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message deliver, abbreviations etc should be used sparingly.



SMS messages menu

#### Entering text

Use the keypad to enter characters. When you press a button on the keypad, the characters available are shown at the bottom of the display. Press the button repeatedly to move through the characters shown.

For example, press **2 ABC** twice to enter b. Press **8 TUV** once to enter t.

If the next character you want to enter is on the same button, wait for the cursor to move right.

#### Writing tips

If you make a mistake, use **Left** and **Right** to move left and right through the message and press **Del** to delete characters.

Press **#** to enter a space.

Press **\*** to switch between upper and lower case letters and numbers.

Use **0**, **1** and **#** to enter other punctuation characters.

If you have more than one handset, all handsets use the same inbox and outbox.

#### Send/save text messages

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.
2. Write **message** is highlighted. Press **OK**.
3. The display shows **Enter message**. Begin typing your message using the keypad. When you have finished press **OK**.
4. The display shows **Number:**. Enter the phone number you want to send the message to and press **OK**. Alternatively:  
Press **Opt** to send to a number in the calls list or redial list.  
Or, press **Call** to send to a number in stored in the directory.
5. Send **message** is highlighted. Press **OK** to send the message.  
Or, scroll **Redial** to **Save message** and press **OK** to save the message in the outbox for sending later (see page xx).

#### Receiving and reading text messages

When you receive new text messages, you will hear the message alert beep and the display will show **New message**.

Also, when you have new messages the message icon will appear above the **BT** button. Pressing the **BT** button will take you directly to the inbox where you can read your new messages. Alternatively:

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.

2. Scroll  to **Inbox** and press **OK**.
3. Scroll  or , if required, to the message you want to read first and press **Read**.
4. Press **Back** to return to the inbox.

#### Reply to a text message

1. When reading a text message, press **Opt**.
2. **Reply** is highlighted. Press **OK**.
3. To use the sender's message in your reply, press **Yes**. Or, press **No** to start with a blank message.
4. Enter your message and press **Send**.

If you include the sender's message, the text will be inserted at the beginning of your message. You can then edit it as normal.

#### Delete a text message

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.
2. Scroll  to **Inbox** or **Outbox** and press **OK**.
3. Scroll  or  to the message you want to delete and press **Opt**.
4. Scroll  to **Delete message** and press **OK**.
5. Press **Yes** to confirm or **No** to cancel.

### Call the sender's phone number

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.
2. Scroll  to **Inbox** and press **OK**.
3. Scroll  or  to the message you want and press **Opt**.
4. Scroll  to **Call number** and press **OK**.

### Save the sender's number in the directory

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.
2. Scroll  to **Inbox** and press **OK**.
3. Scroll  or  to the message you want and press **Opt**.
4. Scroll  to **Save to dir.** and press **OK**.
5. Enter the name and press **Save**.
6. Press  to return to standby.

### Send/edit/delete text messages in the outbox

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.
2. Scroll  to **Outbox** and press **OK**.
3. Scroll  or  to the message you want.
4. Press **Read** to read the message or press **Opt** and scroll  or

Messages in the outbox are labelled according to their status. For example, **Saved msg** indicates a saved message or **Msg failed** which indicates a message that failed to be sent.

 to choose from:

**Send message**

Press **OK** to view the phone number, then either **OK** to send or **Del** to edit.

**Edit message**

Press **OK** to edit the message and phone number.

**Delete message**

Press **OK**, then **Yes** to confirm or **No** to cancel.

Press  to exit the menu and return to standby at any time.

### Message alert beep on/off

When you have new messages, your handset will beep.

The default setting is on. You can switch the setting off.

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.
2. Scroll  to **SMS settings** and press **OK**.
3. Scroll  to **New msg alert** and press **OK**.
4. Scroll  or  to select **On** or **Off**. Press **OK**.
5. Press  to return to standby.

## SMS Service Centre numbers

To send and receive SMS text messages you need the telephone number of your Network's SMS Centre.

If you accidentally delete the Send or Receive SMS Service Centre numbers you will need to re-enter them in order for your SMS Service to work.

The **Send** SMS Service number is: **1470P17094009**.

The **Receive** SMS Service number is: **0800587529**.

### Adding or changing SMS Service Centre numbers

Your BT Freestyle 310 is pre-set to send using Service Centre 1 and receive using Service Centre 2.

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.
2. Scroll  to **SMS settings** and press **OK**.
3. **Service centre** is highlighted. Press **OK**.
4. Scroll  or  to select the centre you want and press **OK**.
5. Enter the service centre number you want and press **OK**.
6. Press  to return to standby.

### Select a Send Service Centre number

If you have entered additional Service Centre numbers, you can choose which send Service centre you want to use. Your BT Freestyle 350 is pre-set to send using Service Centre 1 and receive using Service Centre 2.

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.
2. Scroll  to **SMS settings** and press **OK**.
3. Scroll  to **Send service**. Press **OK**.
4. Scroll  or  to service centre you want and press **OK**
5. Press  to return to standby.

# Handset settings

## Handset display

### Set wallpaper

Choose from 8 different wallpaper patterns for your handset display, or remove the wallpaper.

1. Press **Menu**. Scroll right to **Handset display** menu and press **OK**.
2. **Wallpaper** is highlighted. Press **OK**.
3. Scroll  or  through the options and press **OK** to confirm.
4. Press  to return to standby.

## Handset name

You can give your handset a personalised name if you are using more than one handset.

1. Press **Menu**. Scroll right to **Handset display** menu and press **OK**.
2. Scroll  to **Handset name** and press **OK**.
3. Press  to delete the current name. Then enter a new name using the keypad and press **Save**.
4. Press  to return to standby.

The maximum number of characters is 13.

### Display contrast

1. Press **Menu**. Scroll right to **Handset display** menu and press **OK**.
2. Scroll  to **Contrast** and press **OK**.
3. Press  or  to select the contrast level you want, then press **OK**.
4. Press  to return to standby.

### Menu colour

1. Press **Menu**. Scroll right to **Handset display** menu and press **OK**.
2. Scroll  to **Colour options** and press **OK**.
3. Press  or  to select the colour you want: blue, pink, green, yellow, purple or amber. Then press **OK**.
4. Press  to return to standby.

### Backlight

Select between Always Off, Always On or On for 10 Minutes.

1. Press **Menu**. Scroll right to **Handset display** menu and press **OK**.
2. Scroll  to **Backlight** and press **OK**.
3. Press  or  to the setting you want, then press **OK**.
4. Press  to return to standby.

There are 14 handset ringer melodies.

You will hear a sample ring on each button press.

There are 5 volume levels and Off.

## Handset tones

### Ringer melody

1. Press **Menu**. Scroll to **Handset tones** menu and press **OK**.
2. **Ringer** is highlighted. Press **OK**.
3. Scroll  to **Ringer melody** and press **OK**. The first ringer melody is displayed and a sample played.
4. Scroll  or  through the melody options and press **OK** to select the melody you want.
5. Press  to return to standby.

### Ringer volume

1. Press **Menu**. Scroll to **Handset tones** menu and press **OK**.
2. **Ringer** is highlighted. Press **OK**.
3. Press **OK** again to select **Ringer volume**.
4. Scroll  or  to the ringer volume you want and press **OK**.
5. Press  to return to standby.

## Warning tones

### Key beeps

Every time you press a button on your BT Freestyle 350 you hear a beep. You can switch these beeps off.

1. Press **Menu**. Scroll to **Handset tones** menu and press **OK**.
2. Scroll  to **Warning tones** and press **OK**. Press **OK** again to select **Key beep**.
3. Scroll  or  to highlight **On** or **Off**, then press **OK** to select the option highlighted.
4. Press  to return to standby.

Default setting is **ON**.

If you switch the handset key tones off, you will not hear any confirmation tones when altering settings.

### Battery low

When your battery needs recharging, you will hear a regular beep.

1. Press **Menu**. Scroll to **Handset tones** menu and press **OK**.
2. Scroll  to **Warning tones** and press **OK**.
3. Scroll  to **Battery low** and press **OK**.
4. Scroll  or  to highlight **On** or **Off**, then press **OK** to select the option highlighted.
5. Press  to return to standby.

Default setting is **ON**.

Default setting is ON.

### Out of range warning

A warning beep will sound when the handset signal is going out of range.

1. Press **Menu**. Scroll to **Handset tones** menu and press **OK**.
2. Scroll  to **Warning tones** and press **OK**.
3. Scroll  to **Out of range** and press **OK**.
4. Scroll  or  to highlight **On** or **Off**, then press **OK** to select the option highlighted.
5. Press  to return to standby.

### CallMe

You can set your BT Freestyle 350 to call you if you need to be contacted urgently when away from home. By setting CallMe and entering your mobile or an alternative contact number your BT Freestyle 350 will dial the number when any button (except the Opt button) is pressed.

### Set CallMe

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. **Setup handset** is highlighted. Press **OK**.
3. **CallMe** is highlighted. Press **OK**.

4. Enter the 4-digit PIN (default = 0000). Press **OK**.
5. **CallMe on** is highlighted. Press **OK**.
6. Enter the full number of the phone where you can be reached and press **OK**. The display shows **CallMe**.

#### Switch CallMe off

1. The display shows **CallMe**. Press **Opt**.
2. Scroll  or  to highlight **CallMe off** and press **OK**.

## Auto answer

With Auto answer switched on, you can answer calls by lifting the handset from the base or charger. With Auto answer off, you will always have to press  to answer a call.

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. **Setup handset** is highlighted. Press **OK**.
3. Scroll  to **Auto answer** and press **OK**.
4. Scroll  or  to highlight **On** or **Off**, then press **OK**.
5. Press  to return to standby.

**WARNING**

If you reset your handset, you will lose all directory and calls list entries as well as all SMS texts.

## Reset settings

This will restore your handset settings to the original, factory defaults.

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. **Setup handset** is highlighted. Press **OK**.
3. Scroll  to **Reset settings** and press **OK**.
4. Press **Yes** to confirm or **No** to cancel.
5. Press  to return to standby.

# Base settings

## Ringer volume

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Setup base** and press **OK**.
3. **Ringer** is highlighted. Press **OK**.
4. **Ringer volume** is highlighted. Press **OK**.
5. Scroll  or  to the volume level or off, then press **OK**.
6. Press  to return to standby.

There are 5 volume levels and Off.

## Ringer melody

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Setup base** and press **OK**.
3. **Ringer** is highlighted. Press **OK**.
4. Scroll  to **Ring melody** and press **OK**.
5. Scroll  or  to the melody you want and press **OK**.
6. Press  to return to standby.

There are 5 base ringer melodies.

You will hear a sample as each melody is highlighted.

**IMPORTANT**

You should only change this setting if advised to do so.

**Dial mode**

Your BT Freestyle 350 is pre-set to Tone (DTMF) dialing. If required, you can change this setting to Pulse dialing.

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Setup base** and press **OK**.
3. Scroll  to **Dial mode** and press **OK**.
4. Scroll  or  to highlight **Tone** or **Pulse**, then press **OK**.
5. Press  to return to standby.

**Recall mode**

The  (Recall) button is used with some network and PBX switchboard services.

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Setup base** and press **OK**.
3. Scroll  to **Recall mode** and press **OK**.
4. Scroll  or  to highlight **Timed break** or **Earth**, then press **OK**.
5. Press  to return to standby.

## PBX access

If your switchboard requires a pause after the access code for an outside line, you can program your BT Freestyle 350 to automatically enter the pause. All the numbers in your directory or entered into the keypad will need to be prefixed with the access code, e.g. 901977592222.

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Setup base** and press **OK**.
3. Scroll  to **PBX access** and press **OK**.
4. Enter the access number and press **OK**.
5. Press  to return to standby.

## Change PIN

Your BT Freestyle 350 has a security PIN code which you will need to enter when changing some of the base settings. The default setting is **0000**. You may want to change this to prevent unauthorised changes to your settings.

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Setup base** and press **OK**.
3. Scroll  to **Change PIN** and press **OK**.
4. Enter the current 4 digit PIN code and press **OK**.

If you change your PIN, please keep a note of it somewhere safe. There is a space on page 73 where you can write it down.

For security when you enter each digit of the PIN code it will be displayed as an \*.

5. Enter the new 4 digit code you want and press **OK**.
6. Enter the new code again and press **OK**.
7. Press  to return to standby.

## Reset settings

This will reset your BT Freestyle 350 to its original settings.

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Setup base** and press **OK**.
3. Scroll  to **Reset settings** and press **OK**.
4. Press **Yes** to confirm or **No** to cancel.
5. Enter the PIN number (default = 0000) and press **OK**.
6. Press  to return to standby.

## Set the date and time

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Date/Time** and press **OK**.
3. Enter the date using the format (DD/MM/YY) and press **OK**.
4. Enter the time using the format (HH/MM) and press **OK**.
5. Press  to return to standby.

If you have subscribed to a Caller Display service, the date and time will be automatically set when you receive your first call.

# Answering machine

You can operate your BT Freestyle 350 answering machine from:

- the base
- the handset
- remotely from any external Touchtone™ telephone.

The default setting for the answering machine is On.

Until you change your outgoing message, your callers will be greeted with the pre-recorded message, “Hello, your call cannot be taken at the moment, so please leave your message after the tone”.

## Date and time

An announcement of date and time of recording will be added automatically to each message and memo.

When playing back messages at the handset, the date and time of the message is displayed on the screen.

If you subscribe to your network provider's Caller Display service, the date and time are set automatically when your BT Freestyle 350 receives its first call, but you may also need to set the year using a handset, see page 47.

## Operating the answering machine from the base

### Switch on/off

1. Press .

### Playing messages

1. Press .

During playback:

 – press once to repeat current message, twice to play previous message.

 – press to play next message.

 – press to delete current message.

 – press to stop playback.

### Adjust volume

1. Press  or  to increase or decrease the volume.

## 50 Answering machine

During operation via the handset, you will hear prompts that guide you through each step.

## Operating the answering machine from the handset

You can use any registered BT Freestyle 350 handset to switch your answering machine on and off, hear your messages and adjust the answering machine settings.

### Switch on/off

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll  or  to **Answer on/off** and press **OK**.
3. Scroll  or  to select **On** or **Off** and press **OK**.
4. Press  to return to standby.

### Outgoing messages

This is the message your callers hear when the answering machine picks up their call. Your BT Freestyle 350 comes with two pre-recorded outgoing messages to choose from.

### Answer & Record

This invites your caller to leave a message.

The pre-recorded message is, “Hello, your call cannot be taken at the moment, so please leave your message after the tone”.

To set your answering machine to Answer & Record or Answer Only, see Set answer mode, page 53 .

### Answer Only

This does not allow your caller to leave a message.

The pre-recorded message is, “Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later”.

### Record your own outgoing message

An Answer & Record message can be up to 2 minutes long. An Answer Only message can be any length depending on the amount of recording memory available.

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll  or  to **Answer settings** and press **OK**.
3. Scroll  or  to **Outgoing message** and press **OK**.
4. Record OGM is highlighted. Press **OK**.
5. Scroll  or  to highlight **Answer & record** or **Answer only** press **OK**.

6. Speak your message after the announcement.
7. To stop recording, press **Save**. Your message is played back. Press **Save** to stop playback.
8. Press  to return to standby.

#### Play outgoing message

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll  **Calls** or  **Redial** to **Answer settings** and press **OK**.
3. Scroll  **Calls** or  **Redial** to **Outgoing message** and press **OK**.
4. Scroll  **Redial** to **Play OGM**. Press **OK**.
5. Scroll  **Calls** or  **Redial** to highlight **Answer & record** or **Answer only** press **OK**.
6. Press  to return to standby.

#### Reinstate pre-recorded outgoing message

This will delete your own recorded outgoing message.

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll  **Calls** or  **Redial** to **Answer settings** and press **OK**.
3. Scroll  **Calls** or  **Redial** to **Outgoing message** and press **OK**.

4. Scroll  to Play OGM. Press **OK**.
5. Scroll  or  to highlight Answer & record or Answer only press **OK**.
6. The message is played. During playback, press **Del**. The pre-recorded message is re-instanted and played.
7. Press  to return to standby.

#### **Set answer mode**

Set your machine to Answer & Record or Answer Only.

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll  or  to Answer settings and press **OK**.
3. Answer mode is highlighted, press **OK**.
4. Scroll  or  to highlight Answer & record or Answer only and press **OK**.
5. Press  to return to standby.

### Set answer delay

Answer delay sets the number of rings before your BT Freestyle 350 answering machine picks up a call. The default setting is 6 rings. You can select an answer delay of 2, 4, 6, 8 rings or Time Saver.

Time Saver can save you the cost of a call when you want to ring in to find out if you have new messages. Your answering machine answers after 2 rings if you have new messages. If you have no new messages, it will answer after 6 rings which gives you the opportunity to hang up and save the cost of a call.

### Set and check answer delay

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll or to **Answer settings** and press **OK**.
3. Scroll or to **Answer delay** and press **OK**.
4. The current setting is highlighted. Scroll or to select the number of rings or time saver.
5. Press **OK** to confirm.
6. Press to return to standby.

### Recording time

You can set the maximum length of each message to 30, 60, 120 seconds or unlimited. The default setting is 60 seconds.

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll  or  to **Answer settings** and press **OK**.
3. Scroll  or  to **Recording time** and press **OK**.
4. The current setting is highlighted. Scroll  or  to select the recording time you want and press **OK**.
5. Press  to return to standby.

### Playing messages

During playback, you can repeat, delete and skip back to previous messages or forward to the next message.

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. **Play messages** is highlighted, press **OK**. Your messages are played and details of each message are displayed.

**During playback:**

Stop/Play	press <b>2 ABC</b>
Repeat current message	press <b>4 GHI</b>
Play previous message	press <b>4 GHI</b> , <b>4 GHI</b>
Delete current message	press <b>5 JKL</b>
Skip forward to next message	press <b>6 MNO</b>

3. Press  to stop and return to standby.

**Delete all old messages**

You can only delete messages that have been played. Any new, unplayed, messages will not be deleted

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll  or  to **Delete all old** and press **OK**.
3. Press **Yes** to confirm.
4. Press  to return to standby.

### Record a memo

You can record a message for other users. It is stored and played back just like a normal message.

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll  or  to **Record memo** and press **OK**. **Recording** is displayed and you can begin recording your memo.
3. Press **Save** to end recording. Your recording will be played back.
4. Press **Save** to keep the memo or **Del** to delete. Press  to return to standby.

### Call screening

You can listen while your answering machine takes a call via the handset or the base speaker. This lets you identify the caller and decide whether to take the call yourself.

1. When the answering machine takes a call it can be heard through the base speaker. Alternatively press **Scr** on a handset to hear your caller leaving their message.
2. To speak to your caller, press  or . Recording stops automatically.

### Memory full

If a caller is leaving a message when the memory becomes full your machine will announce, “Memory full thank you for calling” and hang up. The machine will also automatically set to Answer Only, the base indicator will flash F and the handset display will show Ans machine full. You must delete messages before you can receive any new ones.

## Remote access

### Security PIN

You can operate your answering machine from any modern phone by calling your BT Freestyle 350 and entering a 4-digit security code.

The pre-set code is 0000. You can change this to help prevent unauthorised callers from listening to your messages.

### Set/change remote access security PIN

1. Press **Menu** scroll to **Answer machine** menu and press **OK**.
2. Scroll  **Calls** or  **Redial** to **Answer settings** and press **OK**.
3. Scroll  **Calls** or  **Redial** to **Security PIN** and press **OK**.

4. Enter the current 4 digit PIN (default setting = 0000) and press **OK**.
5. Enter the new **PIN** and press **OK**.
6. Enter the new **PIN** again and press **OK**.
7. Press  to return to standby.

#### **Operating your answering machine from another phone.**

1. Dial your phone number. When you hear your outgoing message, press the \* button. You will hear, “Please enter your security code.”
2. Enter your 4-digit PIN. If you have new messages, your machine announces, “You have (x) new messages”, and they are played back. Or you will hear, “You have no new messages, to hear main menu press 1.”
3. Use the buttons on the phone to operate the answering machine:

**1**  hear main menu

**2**  play all messages

**3**  play new messages only

**4**  once to repeat the message, twice to play previous message

**5 JKL** delete the current message

**6 MNO** skip forward to the next message

**7 PQRS** set answer mode, follow voice prompts

**8 TUV** play outgoing message

**9 WXYZ** record a new outgoing message, follow voice prompts

**0** switch answering machine on/off

If you don't give any instructions for 8 seconds, your BT Freestyle 350 will hang up.

### Switch answering machine on remotely

If you forget to switch on your answering machine, you can do it from another phone.

1. Dial your phone number and let it ring. After 20 rings, your answering machine will switch on.
2. You will hear, “Please enter your security code.”
3. Enter your 4-digit PIN. If you have new messages, your machine announces “You have (x) new messages”, and they are played back. Or you will hear “You have no new messages, to hear main menu press 1.”
4. Enter **0** to switch the answering machine on.

# Additional handset and bases

Up to 5 handsets can be registered and operated from a BT Freestyle 350 base. This allows you to hold internal calls even while another handset is making an external call. Each handset can be registered to up to four bases.

## Registering additional handset

If you buy new handsets to use with your BT Freestyle 350 they will have to be registered with the base before you can use them. You can register up to 5 GAP compatible handsets to one BT Freestyle 350 base.

At the handset:

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Register handset** and press **OK**.
3. Scroll  or  to select the base you want to register to and press **OK**.
4. Enter the PIN number of the base and press **OK**. The display shows **Search base**.

At the base:

Press and hold the  button for about 10 seconds until the base beeps.

When the base is found, the handset is automatically assigned the next available number.

If you have purchased a BT Freestyle 350 multipack, your additional handsets are already registered.

The default base PIN is 0000.

For increased security, digits entered will appear as \*.

### Select a base

If your handset is registered to more than one base, you can choose the base you want to use.

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. **Setup handset** is highlighted, press **OK**.
3. Scroll  to **Base selection** and press **OK**.
4. All bases the handset is registered to are listed. Scroll  or  to the base you want and press **OK**.
5. Press  to return to standby.

The base currently in use is highlighted with an \*.

### Deregister handset

1. Press **Menu**. Scroll to **Settings** menu and press **OK**.
2. Scroll  to **Deregister h/seyt** and press **OK**.
3. Enter the base PIN and press **OK**.
4. Scroll  or  to select handset you want to de-register. The handset you are using is indicated. Press **OK**.
5. Press **Yes** to confirm or **No** to cancel.

The default base PIN is 0000.

For increased security, digits entered will appear as \*.

## Internal calls

If you have more than one handset registered to your base, you can make internal calls and transfer calls between handsets.

### Call another handset

1. Press **Int**. Display shows available handsets.
2. Scroll  or  to the handset you want to call and press **OK**.
3. Press  to end the call.

### Transfer a call to another handset

1. During an external call, press **Int**. Your caller is put on hold.
2. Scroll  or  to select the handset you want to transfer the call to and press **OK**.
3. When the other handset answers, you can announce the caller. Press **Swtch** then  to transfer the call.

### Conference call

1. During an external call, press **Int**. Your caller is put on hold.
2. Scroll  or  to select the handset you want to invite and press **OK**.



# Help

Many common problems are caused by the telephone and power cables being incorrectly connected, or the power being switched off.

Please check that your BT Freestyle 350 has been correctly set up, see page 7, before contacting the helpdesk.

## Customer Helpdesk

If you are still experiencing difficulties please call the BT Freestyle Helpdesk on **0870 240 3962** (Lines are open 8am – 8pm, Monday to Saturday and 10am – 3pm Sunday).

Or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

## Phone does not work

- Have you installed the batteries correctly? See page 70.
- Check that the mains power is correctly connected.

## No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

## Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.
- Check that the telephone line is working correctly and that you have a dial tone. Try disconnecting the line cord, then reconnect it and try again.

## You have a dial tone, but the phone will not dial out

- You may need to change the dial mode from tone to pulse, see page 44.
- If you are connected to a switchboard, check whether you need to dial an access code.

## Handset does not ring

- The ringer volume may be switched off, see page 38.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 61.

**No display**

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries.

 **icon flashes**

- Is the handset registered correctly to the base, see page 61.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.

 **icon flashes**

- The batteries are low, place the handset on the base/charger to recharge.

 **icon not scrolling**

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.

**You hear the busy tone when you press **

- Make sure the handset is in range of the base.
- Another handset registered to your BT Freestyle 350 base may be on the line.

**No Caller Display number/name displayed**

- Have you subscribed to a Caller Display service from your network provider?

- The caller may have withheld their number.
- An exact name/number match was not found in your phonebook. Check that you have stored the full STD dialling code.

**Cannot register a handset to a base**

- You can register a total of 5 handsets to your BT Freestyle 350 base and you can register your BT Freestyle 350 handset to up to 4 bases. Check that you have not exceeded the limits.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

**Buzzing noise on my phone or on other electrical equipment nearby**

- Sometimes your BT Freestyle 350 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Freestyle 350 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

## Possible problems with text messaging

### Text messages cannot be sent and screen displays **Message Sending Failed**

- The base station power supply or telephone line cord might not be properly connected. Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the server number in error. See page 34 for instructions on how to enter the number.

### Cannot send text

- Check service centre number is correct including 1470P prefix (this is for BT lines. If you have another network provider please check the prefix number with them). In order to send and receive text messages you must not withhold your number. If you normally withhold your number the 1470 prefix presents your number for you.

### Cannot receive text

- You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.
- More than one text messaging product is plugged into the line. Remove other products.
- Check service centre number is correct.
- Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays your caller's number when you receive an incoming call.
- If you are using personal user areas please ensure you have given people your user area number and that they are entering it to the end of your telephone number when sending you a text message.

### Text has previously been sent and received but you are now only receiving voice spoken text messages, from number **0845 6021111**.

- This may be due to your line being de-registered at the text service centre. All you need to do is text RESET and send it to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line. Messages sent to 00000 are free.

### Further help for text queries on BT lines

- BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- BT Business Customers – call 152, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- For other telephone service providers please contact their customer services.

### Other functions available from the text messaging service

By sending the following commands to the BT text self-administration facility you can control functions and capabilities in your text phone and the way messages are handled.

1. Press **Menu**, scroll left to **SMS messages** menu and press **OK**.
2. Write **message** is displayed. Press **OK**.
3. Use the keypad to enter in the following commands (depending upon what you want to do):

**\* 1 #** Opt out from receiving voice text messages.

**# 1 #** Turns off the opt out option.

**\* 2 \*** Turns on permanent voice text message delivery to your phone. All incoming text is delivered as voice text.

**# 2 #** Turns off permanent voice text message delivery.

4. Press **OK**.

5. Enter 00000 and press **OK**.

6. Send **message** is highlighted. Press **OK**. The display shows **Message transfer**.

### If you are sending a message from a fixed line phone to another fixed line phone

**\* 3 #** Forces a message you send to be delivered as a voice text even though the recipient may have a text enabled phone and usually receives written text. This command is inserted at the start of the message and applies only to that message, e.g. \* 3 # 'Hello I will be home late'.

---

**If you are sending a message from a fixed line phone and require a status report**

- \* 3 #** Will allow a status report to be sent back to you when you have sent a message to confirm delivery.
- \* 0 #** at the start of your text message. Write the message and send it. You will receive a reply text back to your phone giving the status report for that message.

**You keep hearing an error beep**

- You have pressed the wrong button in a sequence. Check the prompts in the display or refer to instructions in this user guide.

# General information

## IMPORTANT

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

## Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Push the battery compartment cover in the direction the arrow shows and lift off.
2. Take out the old batteries and replace with 2 new AAA NiMH batteries.
3. Push the battery compartment cover back on until it clicks into place.

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 750mAh.

Spare rechargeable batteries are available from the BT Freestyle Helpdesk 0870 605 8047.

## WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your BT Freestyle 350 by using any other types of batteries.

## Connecting to a switchboard

### Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your network service provider.

### Dialling mode

Your BT Freestyle 350 is set to tone dialling. Some switchboards may require pulse dialling. To change the dialling mode, see Dial mode on page 44.

Further base settings relating to switchboard compatibility can also be found on pages 44 & 45.

## Safety

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the mains power supply is 030649. If you have purchased a multiple pack the item code for the charger mains power supply is 030648.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Freestyle Helpdesk on 0870 240 3962.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpdesk on 0870 240 3962 for all repairs.

- If the keypad lock is switched on, it is possible to make calls to the emergency numbers (999/112).
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of toxic chemicals.

#### Cleaning

Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

#### Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.

- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

#### Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.



The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

#### Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes.

For more information please contact your local authority or the retailer where the product was purchased.

#### **Product disposal instructions for business users**

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## **Technical information**

#### **How many telephones can I have?**

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line.

Your BT Freestyle 350 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

#### **R&TTE Directive**

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

The Declaration of Conformance for the BT Freestyle 350 is available from the Helpdesk on 0870 240 3962 or [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

If you experience any problems, please call the Helpline on **0870 240 3962** or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com)

## **Guarantee**

Your BT Freestyle 350 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Freestyle 350, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship of materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

#### **The conditions of this guarantee are:**

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

#### **Within the 12 month guarantee period:**

Prior to returning your product, please read the Help section beginning on page 65 or contact the Helpdesk on 0870 240 3962 or email [bt.helpdesk@vtecheurope.com](mailto:bt.helpdesk@vtecheurope.com) for assistance. In the unlikely event of a defect occurring, please follow the Helpdesk's instructions for replacement or repair.

**Outside of the 12 month guarantee period:**

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.

We recommend that you contact BT's approved repair agent Helpdesk Solutions on 0870 204 5029 or a local qualified repairer.

**Returning your product**

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries. Please note that we cannot take responsibility for goods damaged in transit. Please obtain and keep proof of posting from the Post Office or other carrier.

**For your records**

Date of purchase:

---

Place of purchase:

---

Serial number:

---

For guarantee purposes proof of purchase is required so please keep your receipt.

**Enter your base PIN here:**

[        /        /        ]

(See page 45 for more information)

## Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2007.  
Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.

Designed and produced by The Art & Design Partnership Ltd.  
Printed in China

BT Freestyle 350 (01/07) Issue 2 Ed1

